

JOB DESCRIPTION AND PERSON SPECIFICATION

Job title:	CAMHS Team Leader Crisis Line
Host / Employing Trust:	SOUTH LONDON AND MAUDSLEY NHS FOUNDATION TRUST
Band:	7
Hours:	37.5 if full-time, or pro-rata
Reports to:	Service Manager
Professionally Accountable to:	Head of Nursing

Job Purpose and Summary

The **Nurse Team Leader** role is suitable for Registered Nurses who have successfully completed preceptorship and have registered as an approved NMC mentor.

The post holder will deliver, or advise on the delivery of, high quality safe nursing care, ensuring consistently high standards of practice and clinical excellence which comply with the Nursing and Midwifery Council (NMC) code of professional conduct. As **Nurse Team Lead** you will promote and develop clinical leadership and clinical practice and be a positive role model to junior members of the team through the practice of evidence-based care. You will be expected to support professional development through clinical appraisal and supervision and contribute to the ongoing educational programme for staff, fostering a positive learning environment.

In addition, the post holder will model high quality clinical skills whilst responding to out of hours calls to the Crisis Line by children and young people in significant distress offering immediate advice, support and guidance, ensuring interventions where possible are underpinned by intervention models (CBT, DBT and mentalization). You will be aware of, and ensure that, the care team support the holistic needs of all children and young people, such as psychological, social, physical, recreational and spiritual needs.

Description of duties

CAMHS Crisis Line Clinical

As part of your role, you will be expected to:

- Undertake an immediate risk assessment of the young person using your communication skills and clinical knowledge to ensure that any advice or guidance given is appropriate and robust.
- Provide immediate crisis counselling support to children and young people in significant distress, offering a friendly and supportive voice during this time.
- Help the child or young person engage in any safety plan they have formulated with their community teams, in order to minimise any potential risk issues that may become apparent during the call.
- Communicate with parents and carers to provide child and adolescent mental health expertise and advice in relation to their child or young person, reminding them of any plans put in place by CAMHS. If unknown to services, to help them formulate a plan that helps meet the immediate risk issues in relation to the child or young person which would allow their parents or carers to feel supported in managing them at home.
- Liaise with other mental health professionals, as well as the emergency services to provide support and advice regarding children and young people they may have been called to attend out-of-hours.
- Work across the clinical systems used by the South London Partnership to access the clinical notes of children and young people to provide an individualised crisis response.
- After a telephone call has been completed, to liaise with professionals known to the young person in order to notify them of any risk issues or outcomes as a result of the call.
- Contributing towards the on-going quality of service and care, to identify any risk issues in relation to the child or young person's health and social care and responding appropriately if there are any changes, significant factors relevant or incidents related to the service user.

Promoting Recovery

- Encouraging and empowering service users to have an optimum level of responsibility for their individual programme of care and with their consent, where appropriate, seeking the cooperation of relatives, carers, education & community provisions – following 'recovery' principles and approaches.
- Supporting service users to adopt recovery strategies that promote their wellbeing, healthy lifestyle, independence and self-care.

Risk Assessment and Risk Management

- Reporting any incident or Serious Untoward Incidents that may take place in a community setting and provide reports and accurate records relating to the incident. Communicating learning with regard incidents and complaints
- Working safely to ensure safe custody of medicines, sharps, and clinical equipment in a community setting; and reporting of all incidents following Trust Policy.
- Recognising and responding appropriately to “self-harm and suicide prevention” with particular regard to the risks in community settings, in line with Trust policies and training guidelines.
- Understanding and working within the boundaries of the Lone Working Policy and awareness of Personal Safety in a community setting, including clear and updated communication with colleagues.
- Responding to urgent situations, emergencies or crises using protocols specific to the local community setting.

Safeguarding and Duty of Candour

- Understanding and implementing safeguarding procedures in a community setting; recognise, report and investigate safeguarding issues and raise safeguarding alerts if you suspect that a service user and/or carer has been exposed to harm or abuse.
- Understanding and implementing Duty of Candour with regard to the particular issues in a community setting.

Communication and Collaboration

- Preparing and providing reports on information and statistics as required relating to case load, regularity of visits and details of contact with clients and families.
- Communicating/liasing effectively with relevant agencies to ensure that an integrated programme of care is provided throughout.
- Advising families on prevention of illness and accidents in a community setting within own level of competency.
- Liaising with other Health Care Professionals, Statutory and /or Voluntary Agencies to address the needs of service user.
- Working closely with relevant professionals identifying health needs of the practice population and support the development of services in response to those needs.
- Leading and participating in team, locality and Trust initiatives as required and promote the strategic aims and objectives of the service, Nursing strategy and other relevant quality improvement initiatives in the community.

- Leading and actively contributing to clinical or governance reviews of the team's activity and the monitoring of performance in line with trust directives and audit programmes in the community.
- Documenting according to Trust policy, write in plain language, avoiding jargon and use of acronyms.

Legislation

- Demonstrating an awareness and understanding of relevant and up-to- date Mental Health Law of particular relevance in community settings; ensuring adherence to legislation at all times.
- Having knowledge of the legal requirements of the Mental Health Act, Care Act, Mental Capacity Act, Programme Approach, Deprivation of Liberty, Safeguarding Vulnerable Adults and Community Treatment Orders.

Understanding of the admission and discharge procedure

- Completing referral forms as necessary.
- Networking/liaising across the teams such as Transition of clients CAMHS into Working Age Adult team or from WAA to Older adult.

Medication Management

- Administering and monitoring the side effects of medication according to NMC professional standards.
- Having significant knowledge of medication used in a community setting and side effects.
- Ordering and appropriate storage of medication in a community setting.

Administration and Leadership

- Ensuring that electronic patient's records are complete. Writing reports and letters in a community setting.
- Engaging in practice reflection through clinical supervision and reflective practice groups and contributing to the delivery of clinical supervision to junior staff.
- Demonstrate leadership skills within the clinical context of the community, showing awareness of the challenges facing staff working in a community setting and supporting junior staff as appropriate.
- To provide clinical supervision, support and guidance whilst being working on the crisis line.
- To liaise with the young person's professional network, keeping them informed of developments, changes in risk status and promoting multi agency collaboration. Liaison with Children's Specialist

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Services, Educational services, independent sector mental health providers, counsellors and any other professional related to the CYP's care.

- To involve the young people, and where appropriate, their families/carers in delivering programmes of care.
- To effectively and appropriately communicate these risks often under difficult, highly charged and emotional circumstances to medical staff, other professionals and families involved in the care of the client
- To have analytical and judgement skills to consider the wider implications of decisions made in regard to client's care, taking into account the young person's developmental stage.
- To be able to demonstrate the ability to make appropriate decisions under pressure taking into consideration the risks to clients, self and others and to be able to assess the often-complex situations of these clients and their families within the context of their social environment. Understanding risk and resilience as well as protective factors.
- To demonstrate the ability to make appropriate decisions with regard to the confidentiality of clients and their families taking into considerations the risks to clients, self and the wider public.
- To offer specialist advice in relation to nursing practice.
- To provide training and consultations in specialist areas to other professionals within the trust and to outside agencies, e.g. Social Care, voluntary sector.
- To participate in individual and group supervision with colleagues.
- To maintain clinical records in accordance with the NMC standards for record keeping and adhere to the NMC Code of Conduct.
- To be aware of the statutory requirements of both the Children Act and Mental Health Act and use these to inform good nursing practice.
- To ensure that own practice remains within legal, ethical and professional parameters and is open to scrutiny from relevant professionals.
- To deliver evidence-based interventions and undertake routine outcome measures to monitor the quality of care provided, in keeping with the national CYPIAPT framework.
- To participate in the provision of training and information for other professionals as appropriate in order to promote effective practice in the specialist area

- To liaise with other colleagues in CAMHS and participate in different clinical groups in order to share best practice and discuss current and future professional and clinical developments e.g. Adolescent clinical forums.
- To collect data that is shared with SLP executive to inform any operational development.

On call / unsocial hours

- There will be an expectation to work flexibly within the hours of 8am-11:30pm Monday- Sunday, and potential to join the on call CAMHS Manager rota.

Communication

- Maintaining confidentiality of information, in accordance with Trust Policy.
- Contributing to effective communication process with service users, carers, family, friends and staff colleagues.
- Communicating appropriate and accurate information to and from other departments / service lines as required.
- Leading and participating in team meetings and contributing ideas to multi-professional team discussions. Support shared responsibility within the team, demonstrating respect and courtesy towards colleagues.
- Ensuring that all complaints or compliments received are dealt with in accordance with Trust Policy.
- Communicating within the partnership across the professional groups.

Staffing (HR) and education and training

- Working within the remit of the trusts knowledge skills framework and national policy, professional and legal frameworks.
- Facilitating the induction of new staff and students.
- Supporting the service manager to ensure all registered nurses are engaged with the revalidation process.
- Overseeing the formal and informal supervision and appraisal of clinical work in group settings and individually.
- Supporting the team manager to ensure mandatory and statutory training are up to date for all staff.

- Maintaining your status as a sign-off mentor and participate in training of student nurses.
- Encouraging band 6 nurses to undertake and develop their mentorship skills
- Attending and participating in regular personal development, ensuring compliance with all mandatory training requirements. Maintaining a work development portfolio and complying with all requirements of NMC revalidation.
- Demonstrating own role to others and acting as role model to others at all times in accordance with Trust values.
- Attending appropriate training courses and keeping up to date with developments within the practice area, including evidence-based practice.
- Delivering Personal and Development Reviews / Appraisal process for Registered Nurses (Band 6) where appropriate and act as a supervisor for designated staff.
- Contributing to training and development programmes for staff and supporting the clinical placements of student nurses.

Research and Quality

- Measuring and developing standards of care through collection of benchmarking data where appropriate and undertake audits to ensure care meets the requirements of the CQC and Service Key Performance Indicators (KPIs).
- Contributing to the strategic targets of the trust directorate and wider SLMH&CP workforce development.
- Participating and encouraging research within the clinical environment and ensure knowledge of it is widely disseminated throughout the team, trust and wider stakeholders
- Contributing to service development through awareness and engagement with trust policy and wider national standards of care.
- Contributing to service improvement (Quality Improvement and Innovation) and developments, benchmarking exercises.
- Contributing to research and audit activities, disseminating knowledge and results and contributing to relevant audit practice development and research activity that may be taking place in the work area.

**Registered Community Nurse
Band 7**

Requirement	Essential	Desirable
Education and Qualification	<ul style="list-style-type: none"> ▪ Registered Mental Health Nurse and/or ▪ Registered Learning Disabilities Nurse 	<ul style="list-style-type: none"> ▪ Master’s degree ▪ Training in Clinical supervision ▪ Further post qualifying training and education in working with children and adolescents with mental health problems. ▪ ENB 998 or mentorship and or equivalent experience and training (Nursing only)
Experience and Knowledge	<ul style="list-style-type: none"> ▪ Assessed supervised clinical experience working with children and adolescents with mental health problems/needs or clear evidence of transferable skills. ▪ Working in collaboration with supervisor, service user, carers and MDT in assessing needs, planning and implementing care. ▪ Experience of research-based/reflective practice, e.g. understanding and ability to use supervision to reflect on skills, attitude and knowledge and develop these by using evidence based practice. ▪ Taking responsibility for care delivery in a specific area and maintaining a safe therapeutic environment. ▪ A good understanding and some experience of the following: Group, individual and family work, multi-disciplinary work, clinical governance and audit and the process of clinical supervision in CAMHS. ▪ Knowledge of key legislation relevant to CAMHS setting: <ol style="list-style-type: none"> 1. The Children Act 1989, 2004 and The Mental Health Act 1983, Human Rights Act 1998 and Mental Capacity Act 2005. 2. London Child protection procedures 	<ul style="list-style-type: none"> ▪ Working with families in a multi-racial urban environment ▪ Working with Looked After Children and foster carers ▪ Experience of Interagency working ▪ Experience of managing a caseload ▪ Experience of working in the community ▪ Experience of supporting practice development in clinical areas ▪ Awareness/knowledge of the issues surrounding social inclusion for mental health service users ▪ Specific training in CBT, DBT & Family intervention ▪ Relevant research and its application to assessment, treatment and case management of CAMH disorders. ▪ Research informed and evidence based methods of assessment, treatment and case management.

<p>Skills and Abilities</p>	<ul style="list-style-type: none"> ▪ Ability to plan and implement an approved treatment intervention ▪ Able to provide quality care that is responsive to service user's needs, without close supervision ▪ Skills in clinical assessment/ baseline mental health assessment ▪ Skills in risk assessment and risk management and crisis management ▪ Approachable ▪ Self-aware, self-confident and intrinsically motivated to do a good job and to motivate others ▪ Problem solving, ability to identify problems, review options and take appropriate action without a predetermined framework ▪ Forms very effective working relationships with colleagues ▪ Advocates for all individuals, particularly those with protected characteristics; promotes equality and diversity ▪ IT skills 	<ul style="list-style-type: none"> ▪ Skilled in supervision of others, and in providing critical and constructive feedback.
<p>Other requirements</p>	<ul style="list-style-type: none"> ▪ Empathy for service users including individuals who have experienced mental health problems. ▪ Loyal and able to advocate for and show pride in the work area and organization and demonstrates values of trust and NHS ▪ Flexibility to work shift patterns across 24hrs, 7days a week and across all clinical areas as required ▪ Ability to fulfil all the requirements of the role (including physical) 	

Frameworks within which you work

As a member of the clinical team, providing patient care, we encourage you to be:

- a. Caring
- b. Competent
- c. Courageous
- d. Committed
- e. Communicative
- f. Compassionate
- g. Collaborative

The Nursing and Midwifery Council requires nurses to:

- h. Prioritise people
- i. Practise effectively
- j. Preserve safety
- k. Promote professionalism

Values and commitments

Each of the Trusts in the South London Community and Mental Health Partnership have a framework of values and commitments:

Excellence having	Caring, kind and polite	Prompt and	Respectful Open
user focus	value your time,	Take time to	Compassionate
Partnership Safety	listen to you,		Collaborative
Responsive	Be honest and direct with you	Will	Consistent
Learning	do as I say I am going to do		

Below is the section of the Job description with general information for all employees and the requirements on all employees to support and comply with Policy and Legislation.

Relevant policies are highlighted and must be read by all employees – policies are available on the intranet to employees or you can ask your manager for the policy.

Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

General information for all employees

CONTINUOUS IMPROVEMENT

All members of staff are required to play an active role in development and improving services to the benefit of service users.

CONFIDENTIALITY

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act 2000.

VALUING DIVERSITY & HUMAN RIGHTS

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Each Trust has an **Equality Policy** and it is for each employee to contribute to its success.

All employees have responsibility to ensure their practice adheres with both legislation and policies. All public authorities have a legal duty to uphold and promote human rights in everything they do. It is unlawful for a public authority to perform any act which constitutes discrimination.

INFECTION CONTROL AND HEALTH AND SAFETY

The prevention and control of infection is the responsibility of all employees.

Employees must be aware of **Infection Control Policies**, procedures and the importance of protecting themselves and their clients in maintaining a clean and health environment. All staff undertaking patient care activities must attend infection control training and updates as required.

The Registered Nurse or other person in charge of any patient or residential area has direct responsibility for ensuring that the cleanliness standards are maintained throughout that shift.

All staff must comply with all **Health & Safety Policies and Procedures**. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Employees must act in a responsible manner to ensure the care of their own health and safety and that of others who may be affected by their omissions at work.

NO SMOKING

There is a **Smoke Free Policy** in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Designated smoking areas or smoking rooms are not permitted. Smoking Cessation Support is provided for staff members who wish to stop smoking.

DATA PROTECTION

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

All staff who contribute to patients' care records are expected to be familiar with, and adhere to, **Information Governance Policy**. Staff should be aware that patients' care records will be subject to regular audit. All staff have an obligation to ensure that care records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

All Trust staff are expected to use and to enter data onto the Electronic Clinical Record System and to use other required IT applications where it involves their work. All clinical staff will also need to have the essential IT skills in order to use the Trust IT Systems relevant to their jobs. Initial and on-going IT applications and IT skills training will be provided.

PROFESSIONAL REGISTRATION & STANDARDS

If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body you must be a member.

You are required to advise your manager if your professional body in any way limits or changes the terms of your registration.

Failure to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.

If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore, throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

RISK MANAGEMENT

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

SAFEGUARDING & DUTY OF CANDOUR

The Trusts are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the **Safeguarding Policies and Procedures**, act promptly on concern, communicate effectively and share information appropriately.

All staff must be familiar with and adhere to the Trust's safeguarding procedures and guidelines.

All staff have a Duty of Candour to inform their line manager/supervisor as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorised or registered healthcare organisation to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties.

STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with the **Standing Orders and Standing Financial Instructions** and, to all HR Policies. All employees must deal honestly with their employer, with colleagues and all others, including patients, relatives/carers and suppliers.

JOB DESCRIPTION REVIEW

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. It will be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within the Trust as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal job rotation and absence cover.

This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.